

# Brands

Streamline your support across multiple brands (companies) within a single installation of SupportPro.

- **Many frontends, single backend**

Create a personalised frontend for each brand, with its own unique self-service area.

- **Shared departments**

Departments are shared between brands, to keep things organised in the interface. Operators can be assigned to brands and brands assigned to departments for providing permissions on who can view and reply to tickets.

- **Context-specific signatures**

Create signatures that are used when a ticket has a specific department or is for a specific brand instead of your default signature.

- **User accounts per brand**

User accounts are registered per brand to allow you to capture different information (profile and custom fields) for each brand.

- **Email templates per brand**

Write personalised email templates specific for each brand.

By default the table is sorted alphabetically. Once the table has loaded you're able to change the sort column by clicking the up/down arrows:

- Down arrow: descending order
- Up arrow: ascending order

This action is only temporary and will disappear once the page has

been reloaded.

It's possible to filter Brands based on their name, and whether they're enabled or not:

1. Visit **Settings -> Core -> Brands** and click "Filter Results".
2. Search terms:
  1. **Name** - It is possible to search for partial names. For example, you could find "ACME Software" by searching for "soft" or "ware".
  2. **Enabled** - Whether the brand is enabled or not.
3. The table will be filtered automatically as you enter search terms.

All brands **must** operate from a sub-domain; relative URLs are not supported.

In order to create a new brand, you must point your your brand domain to your SupportPro installation.

If you're using one of the below control panels please jump to their specific guides:

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Otherwise the easiest way to achieve this is to create a **CNAME** record. For example, if your help desk is locked to <https://support.supportpro.com/> and your new brand operates under <https://www.support.mybrand.com/> then your CNAME record would look like:

```
support.mybrand.com. 3600 IN CNAME support.s  
upportpro.com.
```

For more information on how to create a CNAME DNS record, please speak to your hosting provider or domain registrar.

If you use cPanel to manage your websites, some additional setup is required beyond creating a CNAME record.

If your brand and SupportPro installation share the same cPanel account, follow the below steps:

1. Create CNAME record as instructed above
2. Add your brand domain as an "Addon Domain"
3. Register a sub-domain (within cPanel) for the addon domain, for example: support.mybrand.com

If your brand and SupportPro installation are on separate cPanel accounts but share the **same physical server**, the configuration becomes slightly more complex. Ultimately, we need to create an Apache vHost that routes the brand domain to the SupportPro installation on the other cPanel account.

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The easiest method to achieve this (recommended by cPanel Support), requires root access to WHM:

1. Create CNAME record as instructed above
2. Login to WHM as root and browse to Home » Service Configuration » Apache Configuration » Include Editor
3. Select All Versions for Pre VirtualHost Include
4. Edit and enter the below VirtualHost into the input box. We recommend to cross-reference the below with other VirtualHost's in /usr/local/apache/conf/httpd.conf, as depending on your server setup there may be additional configuration required - see additional <ifmodule> blocks. You may also want to add another VirtualHost for SSL.

#### **pre\_virtualhost\_include Expand**

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This method is experimental and is known to have issues with SSL, however does not require any special permissions to the cPanel server:

1. Create CNAME record as instructed above
2. Register a sub-domain for your brand domain (within cPanel), for example: support.mybrand.com
3. Create a XXXXXXXXXX within SupportPro for your brand's server IP address
4. Browse to the "Document Root" of the newly created sub-domain and create a .htaccess with the following contents, replacing YOUR.DEFAULT.BRAND with your default brand URL.

#### **.htaccess Expand**


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If you use Plesk to manage your websites, a CNAME record may not be necessary, but other steps are involved:

1. Start to create a subdomain for your brand URL, e.g. support.mybrand.com.
2. Point the folder to the same folder as the main brand installation, e.g. /support.supportpro.com/.
3. Finish the set up of the subdomain and give it a few minutes to process.
4. If your DNS is hosted externally, ensure to set up an A record for the subdomain to point to the Plesk server, similar to the main domain.
5. Check to ensure the same PHP version has been set for the subdomain as the main brand.

### Admin Access Required

Admin level access is required in order to setup brands within SupportPro. You may need to contact your web hosting company if you do not have admin level access.

Ultimately our aim is to add a domain or sub-domain to the existing apache VirtualHost which controls access to SupportPro. It should simply be a case of following .



Setting Name	Description
Name	The name of your brand, which appears on the h
System URL	Enter your system URL as should be accessed b sending emails to users among other areas.
Enable SSL	If you wish to force access to the help desk, from this option. Please ensure that your SSL works b accessing the website.

Enabled	Disabled brands cannot be utilised and won't could be used to temporarily hide a brand and/or retain
Operator Groups	Operators in the selected groups will be able to create tickets and other content in this brand.
Setting Name	Description
Colour	Select a colour for your brand, which will be used in the frontend template. Leave blank to use the default colour which the brand will look.
Favicon	The favicon appears in the browser tab and is used on the frontend and operator. For best results use a 310x310px.
Frontend Logo	The frontend logo can be easily replaced with your own. If using SSL, we recommend to use a HTTPS link to ensure it works.
Frontend Dark Mode Logo	If your logo was designed to work on a light background, you can use this mode only. If using the Enable SSL, we recommend to use a HTTPS link without any warnings.
Website URL	Add a link back to your main website in the support portal.
Frontend Template	The template shown to users on the frontend. To use a custom template parameter, such as http://www.yourdomain.com/brand/
Operator Logo	The operator logo (icon) is shown in the top left corner of the operator interface.
Operator Template	The template shown to operators in the operator interface.
Setting Name	Description
Default Email Address	The email address that is used on most emails sent by the system instead.
Global Email Header	The entered content is prepended to all emails sent by the system. Test an outgoing email after setting this field to ensure it works.
Global Email Footer	The entered content is appended to all emails sent by the system. Test an outgoing email after setting this field to ensure it works.
Email Method	The method used for sending email by the system. SMTP is the most common and requires setting up further fields to connect with your email provider.
Setting Name	Description
Default User Country	The country that is selected by default for the country dropdown in the operator interface.
System Timezone	The default timezone that the system operates in. This affects the time shown in the operator interface.
Date Format	The format of all dates displayed by the system. The format is YYYY-MM-DD HH:MM:SS.

Time Format	The format of all times displayed by the system.
Default Language	Set the default language for both the frontend and the backend.
Language Dropdown	If users and operators should have the option to change the language.

We strongly recommend that brands are **disabled** rather than deleted. Deleting a brand is a permanent action that will also remove all associated data, for example tickets and users.

Only additional (not default) brands can be deleted. To delete a brand, follow the below steps:

1. Visit **Settings -> Core -> Brand**.
2. Search for the brand you wish to delete (see  ).
3. Click the delete (cross) icon located on the right of the table.
4. Check all checkboxes shown, ensuring you understand that all this related data will be removed along with the brand.
5. Click on the button, "Yes, Delete Brand", that pops up confirming you would like to delete the brand and it will now be deleted.

Online URL: <https://docs.supportpro.vn/article/brands-35.html>